D.O. No. DP/PUB/130/17

Subject: Handholding of taxpayers in GST Sewa Kendras post roll out of GST – Regarding

Dear Colleague,

With the roll out of GST from 1st July, 2017, a new era in Indirect Tax Administration has been ushered in. The next important step is to handhold the taxpayers and other stakeholders into this new regime. In this regard, the role of the field formations of CBEC is crucial in facilitating taxpayers.

2. Chief Commissioners may hence devote substantial time to ensure that all field formations continue to provide taxpayer facilitation in a focused and sustained manner as mentioned below:

(a) **GST Sewa Kendras** – It has been widely publicised that all field offices of CBEC have formed a GST Sewa Kendra. Chief Commissioners should ensure that these Sewa Kendras are a one stop solution for all taxpayer’s needs. The taxpayers may be helped through such Sewa Kendras by not only giving clarifications to the doubts raised by the taxpayers but also by assisting and handholding the needful taxpayers in their compliance requirements such as registrations, returns, etc.

(b) **GST Awareness Campaign (GAC)** – The GAC of the department must continue in full swing in the coming days. It is imperative that Chief Commissioners conduct more such awareness campaigns and workshops in the ensuing months so as to address the knowledge deficit that is there at present amongst the taxpayers about the new regime and the compliance requirements expected of them.
3. In order to provide assistance and handholding to taxpayers, it is incumbent on Chief Commissioners to also step up the training of officers and staff and make them aware about the up-to-date changes in that Act, Rules and procedures in GST. For this purpose, weekly training/refresher sessions may be undertaken from the Chief Commissioner's office to the Range to equip the officers for such handholding of taxpayers. DG, NACIN will be providing updated training material regularly, which will be placed in the CBEC website for benefit of all officers and staff. Chief Commissioners may also motivate the officers and staff in their jurisdiction to go through the FAQs and other material available on the website and update their domain knowledge.

4. Initiatives taken by Chief Commissioners in this regard may be communicated to the undersigned demi-officially.

With best wishes,

Yours sincerely,

(S. Ramesh)

To

All Chief Commissioners of CGST & CX